



GSA Office of Governmentwide Policy

# Mail Management Program Review Tool

# Section 1: Mandates

## Questions 1 – 6

### Directions and Strong/Weak Criteria

Please complete Sections A-C and E, where necessary. GSA will evaluate responses to each question and assess agency compliance as strong or weak based upon your responses to the mandatory policy requirement questions.

Section A: Check “YES” if your agency has a documented policy that addresses the question.

Section B: Check “YES” if your agency has a narrative indicating that a proactive procedure is in place to check or address adherence to the policy. A policy is considered **proactive** if it “controls a situation by causing something to happen rather than waiting to respond to it after it happens”.

Section C: Agency provides evidence of compliance using narrative, hyperlinks, and/or attachments.

Section D: GSA provides agency with an interim response (if necessary) and assessment.

Section E: Agency provides follow-up response when prior response was considered weak by GSA.

Section F: GSA provides agency with final response including assessment of strong or weak and an explanation.

Mandates - Q1

Ref: 41CFR 102-192.50

<b>A.</b>	<b>Do you have documented agency policy requiring that your mail centers agency-wide use commercial payment processes?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis, and indicate the estimated savings, if any; e.g., meters, permits, postage. For all NO answers, please explain, and cite deviation approval from GSA.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

Mandates – Q2

Ref: 41CFR 102-192.50

<b>A.</b>	<b>Do you have documented agency policy requiring that your mail centers use performance measures in facilities and programs that spend more than \$250,000 per year on postage?</b>	<b>YES</b>	<b>NO</b>	<b>N/A (Agencies whose facilities spend less than \$250,000 annually on postage)</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>	
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO or N/A answers, please explain.</b>			
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>	
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>			
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>	

Mandates – Q3

Ref: 41CFR 102-192.55

<b>A.</b>	<b>Do you have documented agency policy requiring that all mail centers agency-wide utilize a system that allocates and tracks postage expenses at the “program level”?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

Mandates – Q4

Ref: 41CFR 102-192.120

<b>A.</b>	<b>Do you have documented agency policy requiring that all mail centers agency-wide use a finance system to keep track of mail costs, payments to service providers, mail center personnel costs, and separate mail center overhead from all other administrative expenses?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

Mandates – Q5

Ref: 41CFR 102-192.55

<p>A. Do you have documented agency policy requiring the submission of the annual mail management report to GSA by March 30?    YES    NO    N/A (agencies that spend less than \$1 million annually on postage)</p>
<p>B. Is adherence to the policy proactively checked or addressed?    YES    NO</p>
<p>C. For all YES answers, please cite supporting evidence or basis. For all NO or N/A answers, please explain.</p>
<p>D. GSA interim response (if necessary)    STRONG    WEAK</p>
<p>E. Agency follow-up reply (if necessary)</p>
<p>F. GSA final response    STRONG    WEAK</p>

Mandates – Q6

Ref: 41CFR 102-192.110

<p>A. Do you have documented agency policy requiring that written mail security plans be established for every agency-wide facility that processes mail, regardless of the facility's size and volume?    YES    NO</p>
<p>B. Is adherence to the policy proactively checked or addressed?    YES    NO</p>
<p>C. For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</p>
<p>D. GSA interim response (if necessary)    STRONG    WEAK</p>
<p>E. Agency follow-up reply (if necessary)</p>
<p>F. GSA final response    STRONG    WEAK</p>

## Section 2: Best Practices

### Questions 1 – 8

#### Directions and Strong/Weak Criteria

Please complete Sections A-C and E, where necessary. GSA will evaluate responses to each question and assess agency compliance as strong or weak based upon your responses to the best practices questions.

Section A: Check “YES” if your agency has a documented policy that addresses the question.

Section B: Check “YES” if your agency has a narrative indicating that a proactive procedure is in place to check or address adherence to the policy. A policy is considered **proactive** if it “controls a situation by causing something to happen rather than waiting to respond to it after it happens”.

Section C: Agency provides evidence of compliance using narrative, hyperlinks, and/or attachments.

Section D: GSA provides agency with an interim response (if necessary) and assessment at this point.

Section E: Agency provides follow-up response when prior response was considered weak by GSA.

Section F: GSA provides agency with final response including assessment of strong or weak and an explanation.

**Best Practices – Q1**

<b>A.</b>	<b>Do you have documented agency policy requiring that all mail centers agency-wide design mail pieces so that they are eligible for the lowest postage costs?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

**Best Practices – Q2**

<b>A.</b>	<b>Do you have documented agency policy requiring that all mail centers agency-wide regularly update mailing lists to maximize discounts and minimize mail returned as "undeliverable"?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

**Best Practices – Q3**

A. Do you have documented agency policy requiring that all mail centers agency-wide use USPS tools such as MERLIN, PLANET Codes, PostalONE!, CASS, NCOA, etc. to make mail more efficient and effective?	YES	NO
B. Is adherence to the policy proactively checked or addressed?	YES	NO
C. For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.		
D. GSA interim response (if necessary)	STRONG	WEAK
E. Agency follow-up reply (if necessary)		
F. GSA final response	STRONG	WEAK

**Best Practices – Q4**

A. Do you have documented agency policy requiring that all mail centers agency-wide use alternate service providers to drop ship mail to USPS facilities close to destinations?	YES	NO
B. Is adherence to the policy proactively checked or addressed?	YES	NO
C. For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.		
D. GSA interim response (if necessary)	STRONG	WEAK
E. Agency follow-up reply (if necessary)		
F. GSA final response	STRONG	WEAK

**Best Practices – Q5**

<b>A.</b>	<b>Do you have documented agency policy requiring that professional certification be pursued for your mail managers agency-wide?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

**Best Practices – Q6**

<b>A.</b>	<b>Do you have documented agency policy requiring that your major mail operations agency-wide are staffed with mail facility managers?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

**Best Practices – Q7**

<b>A.</b>	<b>Do you have documented agency policy requiring every program agency-wide that generates a significant quantity of outgoing mail has a mail manager?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

**Best Practices – Q8**

<b>A.</b>	<b>Has your agency undertaken or considered consolidation of any mail management functions?</b>	<b>YES</b>	<b>NO</b>
<b>B.</b>	<b>Is adherence to the policy proactively checked or addressed?</b>	<b>YES</b>	<b>NO</b>
<b>C.</b>	<b>For all YES answers, please cite supporting evidence or basis. For all NO answers, please explain.</b>		
<b>D.</b>	<b>GSA interim response (if necessary)</b>	<b>STRONG</b>	<b>WEAK</b>
<b>E.</b>	<b>Agency follow-up reply (if necessary)</b>		
<b>F.</b>	<b>GSA final response</b>	<b>STRONG</b>	<b>WEAK</b>

## **Section 3: GSA Feedback Questions 1 – 7**

### **Directions**

Please respond to the below questions by providing us with specific feedback which will help us improve our policy, systems and collaborative efforts.

**GSA Feedback – Q1**

A. Do GSA’s mechanisms for collecting your agencies information (forms, systems, etc) help your agency respond to mandatory requirements?      YES      NO

B. If YES, please cite supporting evidence or basis. If NO, please provide specific reasons and any suggestions on ways we can improve.

**GSA Feedback-Q2**

A. Do GSA’s government-wide reports and agency feedback provide your agency with useful information for managing your program?      YES      NO

B. If YES, please cite supporting evidence or basis. If NO, please provide specific reasons and any suggestions on ways we can improve.

**GSA Feedback – Q3**

A. Does compliance with GSA’s regulations help your agency support its mission?      YES      NO

B. If YES, please cite supporting evidence or basis. If NO, please provide specific reasons and any suggestions on ways we can improve.

**GSA Feedback – Q4**

A. Do you have an opportunity to provide input into GSA’s policy development and is your input considered?  
YES      NO

B. If YES, please cite supporting evidence or basis. If NO, please provide specific reasons and any suggestions on ways we can improve.

**GSA Feedback – Q5**

A. Are you involved in our interagency committees or councils?      YES      NO

B. If YES, please explain how you benefit from involvement. If NO, please provide specific reasons and any suggestions on ways we can improve.

**GSA Feedback – Q6**

A. Does your agency have a new best practice that you would like to share government-wide?      YES      NO

B. If YES, please describe the best practice and explain how it has helped your agency.

**GSA Feedback – Q7**

**A. If you have had any corrective actions/recommendations from evaluations (IG, OMB, GAO, internal, etc) within the last 3 years, have you implemented them?      YES      NO**

**B. If YES, please describe the best practice and explain how it has helped your agency.**

**Respondent Name/Title:**

**Repondent Phone Number/Email:**

**Respondent Agency:**